



## MEMORANDUM

**TO:** Members of the Electric Utility Commission

**FROM:** Khalil Shalabi, VP, Energy Market Operations & Resource Planning  
Mercedes Sanchez, Acting Chief Information Officer

**DATE:** September 17, 2015

**SUBJECT:** Response to DIR Technology Questions posed at the August 17, 2015 EUC Meeting

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In response to Electric Utility Commission's (EUC) questions posed at the August 17, 2015 meeting, we want to provide a high level overview of technology at Austin Energy and provide specific information on the spending patterns and trends related to the five (5) DIR Contracts presented during the meeting.

### **Background**

Technology is pervasive throughout Austin Energy (AE). The AE Information Technology Business Unit (IT) is responsible for installing, maintaining and continuously improving technology systems. These systems include AE's offices and service centers, the crews in the field, data centers, hosting enterprise & business applications for business operations. They also provide critical infrastructure for substations, generating plants and control centers to deliver clean, affordable and reliable energy in addition to excellent customer service to more than 448,000 customers.

### **Technology Responsibilities**

IT manages and supports a variety of complex technologies including:

- A dedicated fiber optic network that serves the entire Austin Energy service area of approximately 437 square miles.
- Critical communication appliances including approximately 400 routers and switches that enable network communication between AE's 74 transmission and distribution substations, the South Texas Project (nuclear) in South Texas, the Fayette Power Project (coal) in La Grange, wind farms in West Texas and along the Coast, biomass facilities and a state of the art Energy Control Center.



- Project & work management processes focused on enterprise performance and analysis that align priorities with resources for ongoing innovative technology development and sustainability.
- Utility asset and inventory systems that manage billions of dollars in utility equipment.
- Data centers that house hundreds of servers and software applications designed to deliver secure, compliant and scalable operations of business critical services.
- Phone systems to support corporate network and customer call centers.
- Websites embedded with service management technologies to facilitate employee & customer interaction and bill payment.
- Employee computers, peripherals, flash drivers and enterprise printers/plotters, scanners and data storage areas to allow efficient employee access to information in support of customers.
- Major applications to run the Utility business operations. Some of the largest applications include:
  - Automated Distribution Management System (ADMS) - manages the electric distribution system
  - Avaya – call center phone system
  - Customer Care & Billing (CC&B) - manages customer billing
  - Maximo – Utility asset and inventory management system
  - Meter Data Management System (MDMS) - houses meter data
  - Mobile Workforce Management (MWM) – field mobility
  - OpenLink - energy risk management and deal capture system
  - PowerPlan – used for unitization for capital asset accounting

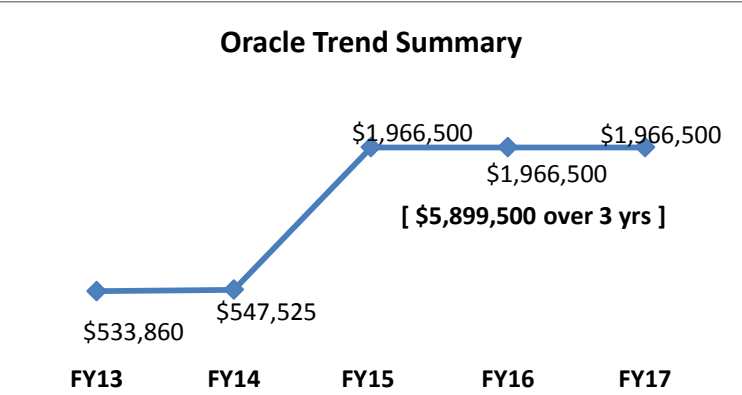
### **DIR Technology Contracts**

To leverage the collective buying power of the State of Texas and its municipalities the City of Austin utilizes the Department of Information Resources (DIR) technology contracts for a variety of routine technology purchases. The five (5) DIR presented on August 18, 2015 included:

1. DIR - Oracle Unlimited Licensing
2. DIR - Hardware Licensing
3. DIR – Software Licensing
4. DIR – Technology Services
5. DIR – Office 365 Microsoft Enterprise Licensing

FY16 DIR Contracts Reviewed at August 17, 2015 EUC Meeting - City of Austin and Austin Energy

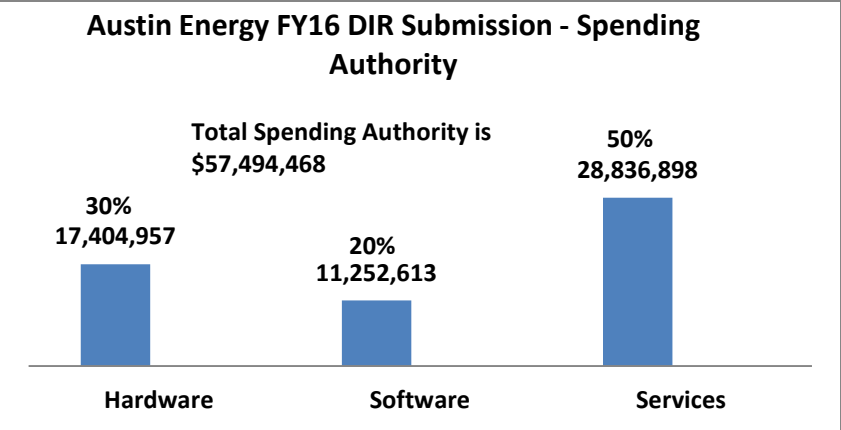
	Oracle (3 yr contract)	HW/SW/SRV (1 yr contract)	MSELA (3 yr contract)
City of Austin	11,467,950	97,874,443	17,594,810
Austin Energy	5,899,500	57,494,468	5,590,000
% Austin Energy	51%	59%	32%



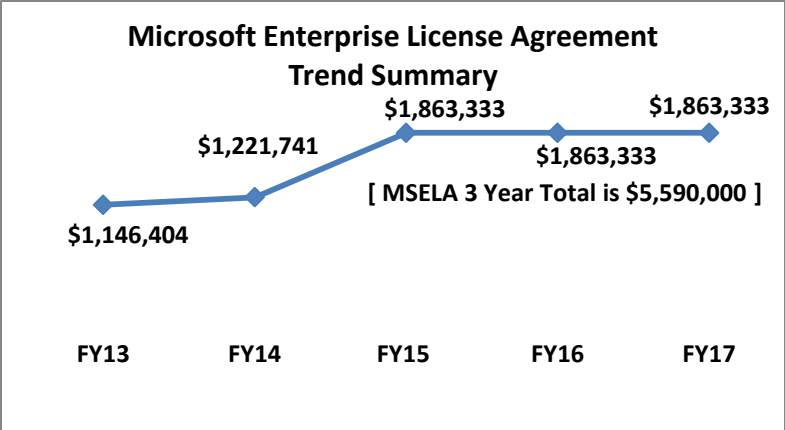
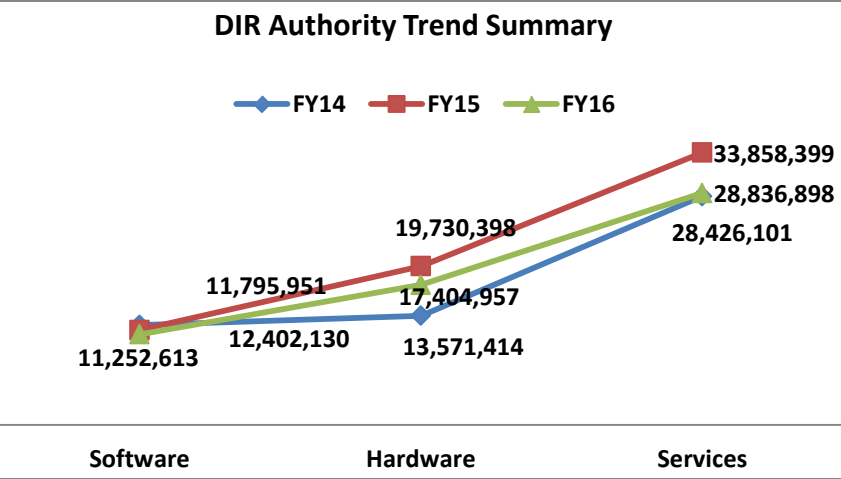
Due to new systems being brought online and the growth of existing systems, AE exceeded its Oracle licensing. The new Oracle agreement allows for unlimited licensing deployment and provides additional security products for the protection of data.

Systems that use Oracle include:

- Websites and portals
- Meter Data Management System (MDMS) - houses meter data
- FileNet – enterprise content management system
- STORMS – operational resource management system
- Maximo – Utility asset and inventory management system
- PowerPlan - used for unitization for capital asset accounting
- Many other AE systems use Oracle products



AE DIR Request is \$57.5M this is a \$7.8M or a 12% decrease from last year. AE is 59% of the COA's total DIR request.



Increase due to the change in licensing model from product based to annual subscription per person.

Also includes standard licensing for traditional products like MS Project, MS Visio, SQL server.

Adds Office 365 functionality for cloud based collaboration and file sharing; allows workplace mobility.